

# GX Social Weekly Report – Star Wars Commander

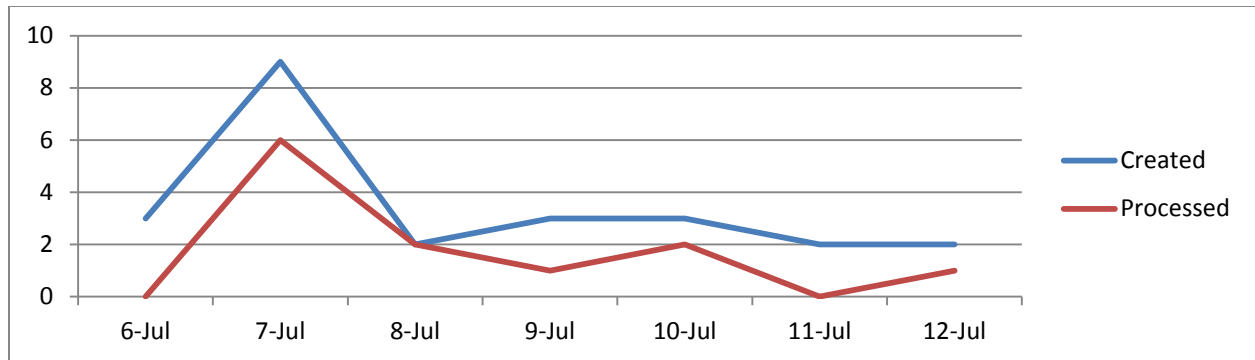
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July 6 - 12, 2014

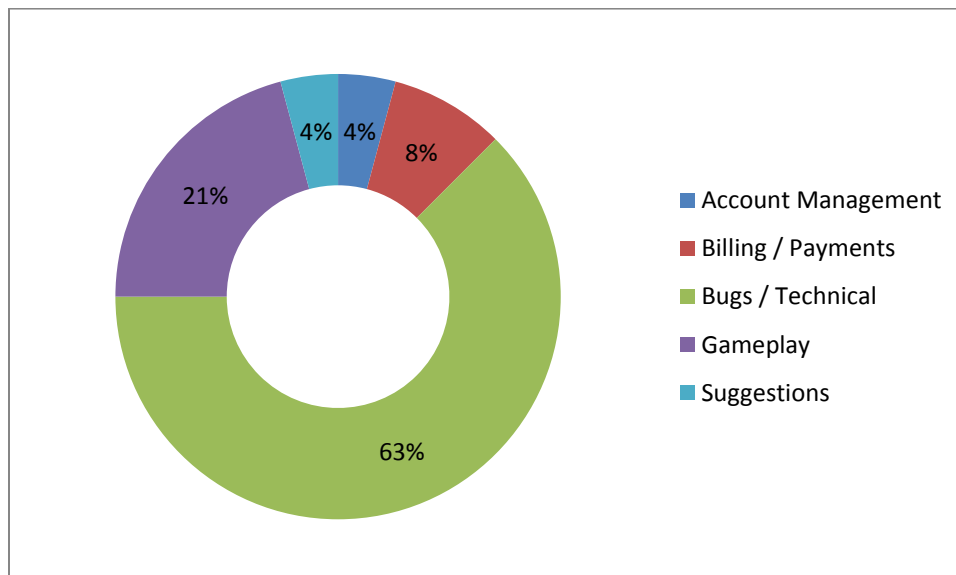
Total New Tickets: 24

Total Processed: 19

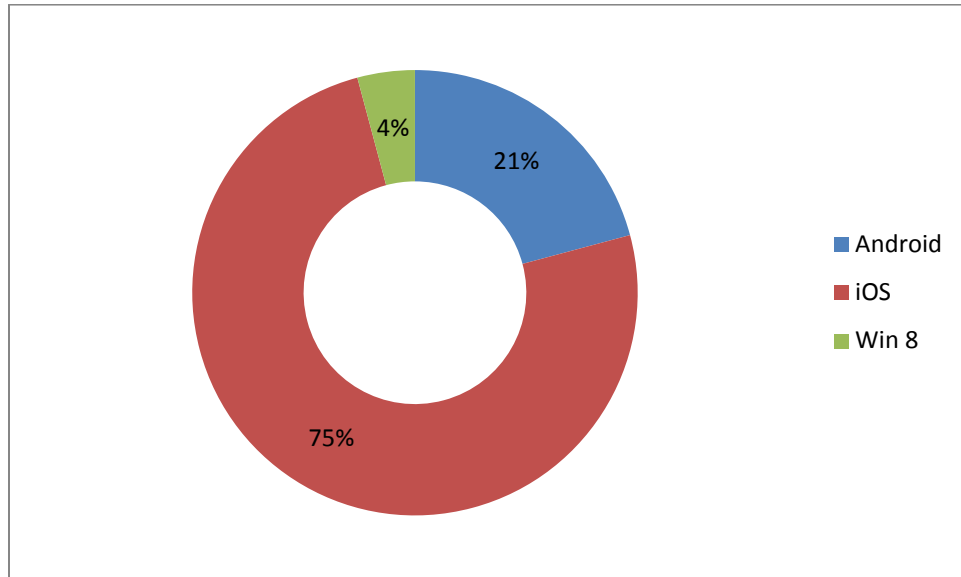
**New Tickets vs Processed Tickets Day by Day**



**Contacts by Category**



## Contacts by Platform



## Top Categories

Rank	Category	% of Tickets
1	Bugs / Technical::Game Not Loading	33.33%
2	Bugs / Technical	16.67%
3	Bugs / Technical::Missing Items / Progress	8.33%
4	Gameplay::Getting Started	8.33%
5	Bugs / Technical::Quest Will Not Complete	4.17%
6	Billing / Payments	4.17%
7	Billing / Payments::Missing Currency	4.17%

## Player Feedback

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### Top Reported Issues

- Some transactions appear to be uncredited. We've had a couple players contact us regarding their payments, and they were credited these currencies.
- Error 611 - Player unable to continue, game reloads.
- Players reach end of content, and believe instead there is an error preventing their game progress.

### Player Quotes of the Week

*Hey?!? Just got a msg from darth vader an then the game crashes ..... Woohoo*

*Love this game!!! Hasn't been a good Star Wars smartphone game in years - this makes up for it!!*

*Why do you lose the troops from a battle if they didn't die? Needs the option to drag more than 1 wall at a time.*

*After me and my brother started playing this we have noticed a very distinct run speed and reaction time to button pushes. He is on a 5 im on a 4s. If you place more than 15 troops on the battlefield the game time almost stops and at the end i lose all the troops and my progress isn't saved. Error 1409 or something. The game is ok besides this*

*This game is great, not only for interpreting 3d, but there is so much to do and is quite an addicting app once you get the hang of it. If you like games like Clash of Clans or Boom Beach, this is the game for you*

## This Week's News

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### Star Wars: Commander, in Development

- Star Wars: Commander is slated to have extensive Apple featuring - which will delay our Android release. The title is temporarily removed the Google Play store during Apple featuring.
- Asian and Cyrillic fonts have been approved and can be implemented in Star Wars Commander.
- Star Wars Glossary – One master glossary has been created, and translations are in process.

### GX News

- **Mid July:** Nap 7 change-over for GSAT; we do not expect significant service interruption.

- **September:** Our support portal is changing from Playdom.com (Zendesk), to Help.Disney.Com (Salesforce).
- COPPA compliance is maintained for players that decide to direct email our support email, as listed in our app descriptions.
- This game will have dual presence on StarWars.com and Playdom.com during this transition.
- We are working with BI to increase visibility into mobile billing from within GSAT. This improves our investigatory capabilities.

## *Looking Forward*

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### **Coming Up Next in the Queue:**

We can expect the following categories of support requests for Star Wars: Commander:

- **PVP:** A game with PVP will have an increased number of contacts
- **In-Game Chat:** Players will report and discuss chat violations
- **Animation:** Games with animated cut-screens and items drive loading issue reports
- **Strong Star Wars IP:** Fans will seek information about the franchise, and upcoming content
- **Farming / Timed Resources:** Players will report perceived anomalies with the resources they collect, and quickly notice AB tested timers.
- **Syncing and Lost Progress:** Typically, 60% of Payers sync to Facebook. The remaining players will occasionally lose progress, due to accident or deletion.
- **Mobile:** Decreased contact rates overall  
*Less than .1% of players will contact us regarding an issue, and far fewer contact us regarding a mobile title. Comparable contact rates:*
  - Star Wars Assault Team: Average tickets per day: 91 (+/- 25)
  - MAA Mobile: Average tickets per day: 72 (+/- 23)

### **Star Wars Culture**

- Star Wars fans have been eagerly following casting news for the upcoming movies.
- The 501st Stormtrooper Regiment has gained an increasing amount of positive public PR, in parades, events, and concerts.
- Disney parks now have Star Wars weekends, filled with costumed characters and merchandise
- A [UK poll](#) shows Han Solo and Vader are the most popular Star Wars characters (locally), while Luke and Leia the least. This isn't surprising. Boba Fett is a fan favorite.